

**Illinois Bell Telephone Company (SBC Illinois)**  
**Service Quality and Customer Credits Report for the Second Quarter of 2005**  
This Page Pursuant to Administrative Code Part 730 Section 115

**Operator Answer Time - Toll and Assistance - Section 730.510(a)(1)**

	April	May	June	Qtr Average
IL TOTAL	3.45	3.59	3.74	3.59

**Operator Answer Time - Information - Section 730.510(a)(1)**

	April	May	June	Qtr Average
IL TOTAL	5.17	5.04	5.40	5.20

**Repair Office Answer Time - Section 730.510(b)(1)**

	April	May	June	Qtr Average
IL TOTAL	18.53	19.88	51.32	30.93

**Business or Customer Service Answer Time - Section 730.510(b)(1)**

Customer Class	April	May	June	Qtr Average
Consumer	25.68	25.28	38.68	30.11
Business	65.43	63.67	62.65	63.90
IL TOTAL	30.44	29.81	41.37	34.05

**Percent of Service Installations - Section 730.540(a)**

Geographic Area	April	May	June	Qtr Average
IL Bellwood	98.46%	98.95%	98.91%	98.77%
IL Chicago Beverly	99.30%	99.23%	99.00%	99.18%
IL Chicago Loop	98.19%	98.70%	98.61%	98.50%
IL Chicago Montrose	98.69%	98.81%	99.27%	98.93%
IL Chicago Prospect	98.23%	98.86%	99.12%	98.70%
IL Chicago Ronald St.	99.27%	99.20%	99.33%	99.27%
IL Chicago Stewart	99.17%	99.23%	99.37%	99.25%
IL Cicero	99.00%	98.80%	99.08%	98.97%
IL East St.Louis	98.93%	99.07%	98.85%	98.94%
IL Evanston	97.41%	98.10%	98.44%	97.98%
IL Gurnee	97.71%	98.16%	98.01%	97.95%
IL Kankakee	98.45%	98.37%	99.05%	98.62%
IL McHenry	98.72%	99.16%	98.74%	98.86%
IL Montgomery	98.34%	98.47%	98.54%	98.45%
IL Orland	98.41%	98.41%	98.96%	98.61%
IL Peoria	99.42%	99.11%	99.44%	99.34%
IL Rockford	99.71%	99.37%	98.94%	99.37%
IL Springfield	99.26%	99.02%	99.07%	99.13%
IL St. Charles	98.21%	98.74%	98.92%	98.63%
IL Unknown	100.00%	100.00%	100.00%	100.00%
IL TOTAL	98.66%	98.81%	98.92%	98.79%

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**Percent Out of Service Lines Repaired in < 24 hours - Sec. 730.535(a)**

<b>Geographic Area</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Qtr Average</b>
IL Bellwood	95.80%	96.21%	97.25%	96.45%
IL Chicago Beverly	98.07%	98.32%	97.50%	97.95%
IL Chicago Loop	94.58%	96.23%	92.33%	94.41%
IL Chicago Montrose	97.43%	96.92%	95.98%	96.76%
IL Chicago Prospect	95.70%	97.31%	95.90%	96.27%
IL Chicago Ronald St.	98.25%	98.52%	98.11%	98.28%
IL Chicago Stewart	98.70%	98.56%	97.90%	98.38%
IL Cicero	95.66%	96.83%	96.02%	96.17%
IL East St.Louis	95.61%	96.60%	93.72%	95.13%
IL Evanston	97.80%	97.42%	94.20%	96.23%
IL Gurnee	98.16%	98.03%	97.24%	97.78%
IL Kankakee	95.87%	97.13%	96.54%	96.52%
IL McHenry	98.27%	96.54%	95.80%	96.75%
IL Montgomery	95.58%	96.48%	95.89%	95.98%
IL Orland	98.17%	96.89%	96.82%	97.27%
IL Peoria	97.31%	98.54%	97.83%	97.89%
IL Rockford	98.79%	98.01%	97.88%	98.19%
IL Springfield	96.95%	97.42%	96.34%	96.87%
IL St. Charles	98.35%	97.35%	97.93%	97.88%
IL Unknown	93.33%	80.00%	92.59%	90.38%
<b>IL TOTAL</b>	<b>96.99%</b>	<b>97.22%</b>	<b>96.27%</b>	<b>96.79%</b>

**Trouble Reports per 100 Access Lines - Section 730.545(a)**

<b>Geographic Area</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Qtr Average</b>
IL Bellwood	1.15	1.27	1.41	1.27
IL Chicago Beverly	2.49	2.13	2.34	2.32
IL Chicago Loop	0.98	0.95	0.93	0.95
IL Chicago Montrose	1.40	1.54	1.52	1.49
IL Chicago Prospect	2.09	1.84	2.01	1.98
IL Chicago Ronald St.	1.55	1.44	1.70	1.56
IL Chicago Stewart	2.48	2.26	2.45	2.40
IL Cicero	1.86	1.55	1.70	1.70
IL East St.Louis	1.58	1.48	2.02	1.69
IL Evanston	1.24	1.15	1.55	1.31
IL Gurnee	1.02	0.96	1.11	1.03
IL Kankakee	2.02	2.02	2.35	2.13
IL McHenry	1.04	1.13	1.30	1.16
IL Montgomery	1.22	1.24	1.43	1.29
IL Orland	1.45	1.36	1.62	1.48
IL Peoria	1.25	1.21	1.39	1.28
IL Rockford	1.20	1.26	1.50	1.32
IL Springfield	1.36	1.46	1.69	1.50
IL St. Charles	0.98	0.92	1.11	1.00
IL Unknown	3,833.33	4,047.92	5,018.75	4,300.00
<b>IL TOTAL</b>	<b>1.40</b>	<b>1.36</b>	<b>1.57</b>	<b>1.45</b>

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**Percent Repeat Trouble reports - Section 730.545(c)**

<b>Geographic Area</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Qtr Average</b>
IL Bellwood	10.98%	9.63%	9.92%	10.19%
IL Chicago Beverly	9.36%	9.71%	12.10%	10.38%
IL Chicago Loop	13.38%	11.81%	11.68%	12.31%
IL Chicago Montrose	9.26%	9.07%	9.19%	9.17%
IL Chicago Prospect	9.84%	8.94%	9.67%	9.50%
IL Chicago Ronald St.	9.58%	8.89%	9.37%	9.29%
IL Chicago Stewart	11.45%	11.69%	11.65%	11.60%
IL Cicero	10.60%	9.97%	10.47%	10.36%
IL East St.Louis	9.57%	9.62%	10.20%	9.83%
IL Evanston	8.86%	9.38%	9.14%	9.12%
IL Gurnee	8.17%	8.60%	7.83%	8.18%
IL Kankakee	11.11%	11.01%	11.21%	11.12%
IL McHenry	8.84%	8.53%	7.91%	8.39%
IL Montgomery	8.69%	8.97%	8.78%	8.81%
IL Orland	9.54%	9.46%	10.39%	9.82%
IL Peoria	11.02%	8.55%	8.81%	9.45%
IL Rockford	10.05%	8.43%	8.63%	9.00%
IL Springfield	11.75%	9.64%	10.32%	10.52%
IL St. Charles	7.61%	6.91%	8.16%	7.60%
IL Unknown	0.00%	0.00%	0.17%	0.06%
<b>IL TOTAL</b>	<b>9.77%</b>	<b>9.21%</b>	<b>9.48%</b>	<b>9.49%</b>

**Percent of Installation Trouble reports - Section 730.545(f)**

<b>Geographic Area</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Qtr Average</b>
IL Bellwood	12.37%	13.35%	13.25%	12.98%
IL Chicago Beverly	12.74%	12.36%	13.52%	12.86%
IL Chicago Loop	17.10%	15.93%	16.44%	16.49%
IL Chicago Montrose	17.56%	17.24%	18.05%	17.62%
IL Chicago Prospect	15.98%	14.66%	16.28%	15.66%
IL Chicago Ronald St.	12.96%	12.82%	13.65%	13.15%
IL Chicago Stewart	15.42%	16.91%	16.77%	16.28%
IL Cicero	11.98%	11.07%	12.24%	11.79%
IL East St.Louis	7.97%	9.27%	9.36%	8.77%
IL Evanston	13.91%	13.80%	14.35%	14.03%
IL Gurnee	11.77%	11.70%	13.03%	12.18%
IL Kankakee	13.48%	13.19%	13.29%	13.33%
IL McHenry	9.16%	8.74%	10.05%	9.35%
IL Montgomery	13.36%	13.61%	15.21%	14.11%
IL Orland	9.59%	10.05%	10.25%	9.97%
IL Peoria	8.56%	10.25%	9.37%	9.30%
IL Rockford	8.40%	10.22%	10.03%	9.45%
IL Springfield	7.72%	9.86%	10.34%	9.17%
IL St. Charles	10.85%	11.58%	12.10%	11.52%
IL Unknown	25.00%	25.00%	0.00%	20.00%
<b>IL TOTAL</b>	<b>12.16%</b>	<b>12.57%</b>	<b>13.10%</b>	<b>12.60%</b>

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**Missed Repair Appointments - Section 730.545(h)**

<b>Geographic Area</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Qtr Average</b>
IL Bellwood	23	22	12	19
IL Chicago Beverly	19	14	21	18
IL Chicago Loop	33	28	33	31
IL Chicago Montrose	20	28	19	22
IL Chicago Prospect	30	22	39	30
IL Chicago Ronald St.	16	22	19	19
IL Chicago Stewart	23	24	24	24
IL Cicero	30	27	41	33
IL East St.Louis	7	16	18	14
IL Evanston	28	8	26	21
IL Gurnee	9	20	20	16
IL Kankakee	15	16	24	18
IL McHenry	8	21	20	16
IL Montgomery	16	16	17	16
IL Orland	18	16	20	18
IL Peoria	7	6	1	5
IL Rockford	2	7	9	6
IL Springfield	5	5	10	7
IL St. Charles	19	15	30	21
IL Unknown	0	7	0	2
<b>IL TOTAL</b>	<b>328</b>	<b>340</b>	<b>403</b>	<b>357</b>

**Missed Installation Appointments - Section 730.545(d)**

<b>Geographic Area</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Qtr Average</b>
IL Bellwood	23	28	43	31
IL Chicago Beverly	19	28	30	26
IL Chicago Loop	33	53	44	43
IL Chicago Montrose	37	37	52	42
IL Chicago Prospect	54	45	46	48
IL Chicago Ronald St.	33	30	39	34
IL Chicago Stewart	44	35	26	35
IL Cicero	19	28	22	23
IL East St.Louis	33	23	30	29
IL Evanston	41	47	52	47
IL Gurnee	38	41	47	42
IL Kankakee	45	37	42	41
IL McHenry	38	49	53	47
IL Montgomery	40	50	65	52
IL Orland	45	75	71	64
IL Peoria	17	15	18	17
IL Rockford	3	18	18	13
IL Springfield	24	26	17	22
IL St. Charles	75	74	54	68
IL Unknown	0	0	39	13
<b>IL TOTAL</b>	<b>661</b>	<b>739</b>	<b>808</b>	<b>736</b>

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**Out of Service Over 24 Hours Credits**

**April 2005**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$128.27	73	6	2	0	0	235	0
IL Chicago Beverly	\$47.71	34	2	0	0	0	210	0
IL Chicago Loop	\$245.57	140	13	1	0	0	324	0
IL Chicago Montrose	\$104.44	46	6	0	0	0	371	0
IL Chicago Prospect	\$168.74	79	8	1	0	0	304	0
IL Chicago Ronald St.	\$42.70	28	1	0	0	0	274	0
IL Chicago Stewart	\$51.74	18	2	1	0	0	290	0
IL Cicero	\$110.48	90	4	0	0	0	291	0
IL East St.Louis	\$67.48	77	1	0	0	0	150	0
IL Evanston	\$48.56	45	2	0	0	0	207	0
IL Gurnee	\$48.26	33	3	0	0	0	155	0
IL Kankakee	\$177.35	99	8	1	0	0	234	0
IL McHenry	\$28.55	30	0	0	0	0	119	0
IL Montgomery	\$156.22	77	9	1	0	0	123	0
IL Orland	\$74.59	44	3	0	0	0	152	0
IL Peoria	\$104.06	29	8	0	0	0	135	0
IL Rockford	\$36.71	11	3	0	0	0	88	0
IL Springfield	\$112.06	47	2	3	0	0	91	0
IL St. Charles	\$54.46	36	2	0	0	0	174	0
IL Unknown	\$0.00	0	0	0	0	0	4	0
<b>IL TOTAL</b>	<b>\$1,807.95</b>	<b>1,036</b>	<b>83</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>3,931</b>	<b>0</b>

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2005, SBC Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. SBC serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

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**Out of Service Over 24 Hours Credits**

**May 2005**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$175.02	71	6	0	1	0	286	0
IL Chicago Beverly	\$44.55	19	2	0	0	0	163	0
IL Chicago Loop	\$97.01	95	4	1	0	0	304	0
IL Chicago Montrose	\$139.94	57	7	0	0	1	372	0
IL Chicago Prospect	\$39.82	46	0	0	0	0	283	0
IL Chicago Ronald St.	\$59.66	24	4	0	1	0	200	0
IL Chicago Stewart	\$23.84	22	0	0	0	0	187	0
IL Cicero	\$147.74	62	11	0	0	0	187	0
IL East St.Louis	\$82.80	52	6	0	0	0	109	0
IL Evanston	\$50.54	50	1	0	0	0	179	0
IL Gurnee	\$73.01	33	5	0	0	0	153	0
IL Kankakee	\$226.81	76	8	3	0	1	230	0
IL McHenry	\$115.57	76	4	0	0	0	168	0
IL Montgomery	\$123.82	63	5	0	0	0	102	0
IL Orland	\$222.24	57	14	0	0	0	172	0
IL Peoria	\$102.28	17	4	2	0	0	35	0
IL Rockford	\$48.70	23	4	0	0	0	114	0
IL Springfield	\$46.24	40	0	0	0	1	92	0
IL St. Charles	\$103.25	48	6	1	0	0	263	0
IL Unknown	\$6.98	4	0	0	0	0	86	0
<b>IL TOTAL</b>	<b>\$1,929.82</b>	<b>935</b>	<b>91</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>3,685</b>	<b>0</b>

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**Out of Service Over 24 Hours Credits**

**June 2005**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$130.50	60	7	0	1	0	396	0
IL Chicago Beverly	\$50.90	35	1	0	0	0	244	0
IL Chicago Loop	\$387.62	174	20	4	0	2	421	0
IL Chicago Montrose	\$152.60	76	6	1	1	0	462	0
IL Chicago Prospect	\$133.37	76	3	1	0	0	360	0
IL Chicago Ronald St.	\$77.95	39	1	1	0	0	273	0
IL Chicago Stewart	\$34.17	35	0	0	0	0	279	0
IL Cicero	\$144.48	99	2	1	0	0	257	0
IL East St.Louis	\$196.47	137	9	0	0	0	280	0
IL Evanston	\$215.60	151	8	1	0	0	410	0
IL Gurnee	\$81.38	57	3	0	0	0	222	0
IL Kankakee	\$157.84	83	8	0	0	0	243	0
IL McHenry	\$126.98	99	5	0	0	0	255	0
IL Montgomery	\$170.53	88	6	2	0	0	185	0
IL Orland	\$171.53	81	6	2	0	0	216	0
IL Peoria	\$43.82	34	1	1	0	0	68	0
IL Rockford	\$30.75	26	2	0	0	0	98	0
IL Springfield	\$156.81	66	8	1	0	0	145	0
IL St. Charles	\$118.28	43	4	1	0	0	281	0
IL Unknown	\$43.16	22	2	0	0	0	138	0
<b>IL TOTAL</b>	<b>\$2,624.74</b>	<b>1,481</b>	<b>102</b>	<b>16</b>	<b>2</b>	<b>2</b>	<b>5,233</b>	<b>0</b>

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**Illinois Bell Telephone Company (SBC Illinois)**  
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**Delayed Instalation Credits**

**April 2005**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$356.89	16	0	0	221	0
IL Chicago Beverly	\$476.18	15	0	1	104	0
IL Chicago Loop	\$1,684.20	42	1	1	242	0
IL Chicago Montrose	\$1,084.11	39	1	0	325	0
IL Chicago Prospect	\$812.69	29	1	1	333	0
IL Chicago Ronald St.	\$1,121.24	26	0	1	241	0
IL Chicago Stewart	\$966.33	17	1	1	173	0
IL Cicero	\$589.36	11	0	2	135	0
IL East St.Louis	\$2,925.98	25	2	5	139	0
IL Evanston	\$688.65	21	1	0	210	0
IL Gurnee	\$503.87	17	1	0	260	0
IL Kankakee	\$1,333.08	24	3	2	211	0
IL McHenry	\$892.03	15	1	2	213	0
IL Montgomery	\$1,741.29	31	0	4	171	0
IL Orland	\$4,585.91	32	3	6	228	0
IL Peoria	\$331.09	13	0	0	81	0
IL Rockford	\$183.03	4	0	1	60	0
IL Springfield	\$630.56	17	1	2	85	0
IL St. Charles	\$635.88	19	2	0	271	0
IL Unknown	\$0.00	0	0	0	0	0
<b>IL TOTAL</b>	<b>\$21,542.37</b>	<b>413</b>	<b>18</b>	<b>29</b>	<b>3,703</b>	<b>0</b>

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2005, SBC Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. SBC serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.



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**Delayed Instalation Credits**

**May 2005**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$297.13	12	0	0	186	0
IL Chicago Beverly	\$450.04	11	1	1	107	0
IL Chicago Loop	\$633.31	15	1	0	268	0
IL Chicago Montrose	\$1,267.74	48	1	1	352	0
IL Chicago Prospect	\$1,118.26	15	4	2	272	0
IL Chicago Ronald St.	\$669.20	26	1	0	248	0
IL Chicago Stewart	\$628.11	13	2	1	172	0
IL Cicero	\$882.05	22	2	1	146	0
IL East St.Louis	\$840.83	21	2	1	96	0
IL Evanston	\$646.20	18	1	0	164	0
IL Gurnee	\$607.73	24	0	0	209	0
IL Kankakee	\$997.59	13	3	2	183	1
IL McHenry	\$593.53	23	1	0	169	0
IL Montgomery	\$769.36	20	0	1	184	0
IL Orland	\$1,856.88	31	1	4	205	1
IL Peoria	\$526.81	16	1	0	71	0
IL Rockford	\$168.08	6	0	0	82	0
IL Springfield	\$1,315.78	24	1	4	85	0
IL St. Charles	\$620.76	23	0	0	248	0
IL Unknown	\$0.00	0	0	0	0	0
<b>IL TOTAL</b>	<b>\$14,889.39</b>	<b>381</b>	<b>22</b>	<b>18</b>	<b>3,447</b>	<b>2</b>

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**Delayed Instalation Credits**

**June 2005**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$1,165.77	33	0	0	187	0
IL Chicago Beverly	\$396.32	14	0	1	102	0
IL Chicago Loop	\$936.33	30	0	1	273	0
IL Chicago Montrose	\$420.82	18	0	0	327	0
IL Chicago Prospect	\$770.61	16	1	1	244	0
IL Chicago Ronald St.	\$425.24	15	1	0	244	0
IL Chicago Stewart	\$400.38	10	0	2	197	0
IL Cicero	\$504.03	15	0	1	148	0
IL East St.Louis	\$1,283.95	27	2	4	109	0
IL Evanston	\$787.22	25	0	0	210	0
IL Gurnee	\$542.65	21	0	0	279	0
IL Kankakee	\$510.74	18	0	1	175	0
IL McHenry	\$840.27	30	0	1	227	0
IL Montgomery	\$1,319.90	39	2	1	196	0
IL Orland	\$770.48	24	0	2	260	0
IL Peoria	\$279.86	12	0	0	88	0
IL Rockford	\$477.79	12	1	1	132	0
IL Springfield	\$434.33	14	0	1	92	0
IL St. Charles	\$825.64	25	1	0	256	0
IL Unknown	\$793.45	13	0	1	0	0
<b>IL TOTAL</b>	<b>\$13,885.78</b>	<b>411</b>	<b>8</b>	<b>18</b>	<b>3,746</b>	<b>0</b>

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2005, SBC Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. SBC serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

**Illinois Bell Telephone Company (SBC Illinois)**  
**Service Quality and Customer Credits Report for the Second Quarter of 2005**  
This Page Pursuant to Administrative Code Part 732 Section 60

**Missed Appointment Credits**

**April 2005**

<b>Geographic Area</b>	<b>Dollar Amount of Credits Given</b>	<b>Number of Customers Receiving Credits</b>	<b>Number of exemptions claimed for each of the categories identified in Section 732.30(e)</b>
IL Bellwood	\$2,300.00	45	0
IL Chicago Beverly	\$1,900.00	38	0
IL Chicago Loop	\$3,300.00	65	0
IL Chicago Montrose	\$2,850.00	57	0
IL Chicago Prospect	\$4,200.00	82	0
IL Chicago Ronald St.	\$2,450.00	48	0
IL Chicago Stewart	\$3,350.00	64	0
IL Cicero	\$2,450.00	48	0
IL East St.Louis	\$2,000.00	39	0
IL Evanston	\$3,450.00	67	0
IL Gurnee	\$2,350.00	47	0
IL Kankakee	\$3,000.00	55	0
IL McHenry	\$2,300.00	45	0
IL Montgomery	\$2,800.00	55	0
IL Orland	\$3,150.00	59	0
IL Peoria	\$1,200.00	24	0
IL Rockford	\$250.00	5	0
IL Springfield	\$1,450.00	29	0
IL St. Charles	\$4,700.00	92	0
IL Unknown	\$0.00	0	0
<b>IL TOTAL</b>	<b>\$49,450.00</b>	<b>964</b>	<b>0</b>

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**Illinois Bell Telephone Company (SBC Illinois)**  
**Service Quality and Customer Credits Report for the Second Quarter of 2005**

This Page Pursuant to Administrative Code Part 732 Section 60

**Missed Appointment Credits**

**May 2005**

<b>Geographic Area</b>	<b>Dollar Amount of Credits Given</b>	<b>Number of Customers Receiving Credits</b>	<b>Number of exemptions claimed for each of the categories identified in Section 732.30(e)</b>
IL Bellwood	\$2,500.00	49	0
IL Chicago Beverly	\$2,100.00	41	0
IL Chicago Loop	\$4,050.00	79	0
IL Chicago Montrose	\$3,250.00	64	0
IL Chicago Prospect	\$3,350.00	64	0
IL Chicago Ronald St.	\$2,600.00	50	0
IL Chicago Stewart	\$2,950.00	59	0
IL Cicero	\$2,750.00	55	0
IL East St.Louis	\$1,950.00	39	0
IL Evanston	\$2,750.00	55	0
IL Gurnee	\$3,050.00	60	0
IL Kankakee	\$2,650.00	52	0
IL McHenry	\$3,500.00	69	0
IL Montgomery	\$3,300.00	65	0
IL Orland	\$4,550.00	88	0
IL Peoria	\$1,050.00	21	0
IL Rockford	\$1,250.00	23	0
IL Springfield	\$1,550.00	28	0
IL St. Charles	\$4,450.00	88	0
IL Unknown	\$350.00	7	0
<b>IL TOTAL</b>	<b>\$53,950.00</b>	<b>1,056</b>	<b>0</b>

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2005, SBC Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. SBC serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

**Illinois Bell Telephone Company (SBC Illinois)**  
**Service Quality and Customer Credits Report for the Second Quarter of 2005**  
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**Missed Appointment Credits**

**June 2005**

<b>Geographic Area</b>	<b>Dollar Amount of Credits Given</b>	<b>Number of Customers Receiving Credits</b>	<b>Number of exemptions claimed for each of the categories identified in Section 732.30(e)</b>
IL Bellwood	\$2,750.00	55	0
IL Chicago Beverly	\$2,550.00	50	0
IL Chicago Loop	\$3,850.00	74	0
IL Chicago Montrose	\$3,550.00	70	0
IL Chicago Prospect	\$4,250.00	85	0
IL Chicago Ronald St.	\$2,900.00	56	0
IL Chicago Stewart	\$2,500.00	49	0
IL Cicero	\$3,150.00	63	0
IL East St.Louis	\$2,400.00	46	0
IL Evanston	\$3,900.00	78	0
IL Gurnee	\$3,350.00	66	0
IL Kankakee	\$3,300.00	65	0
IL McHenry	\$3,650.00	73	0
IL Montgomery	\$4,100.00	82	0
IL Orland	\$4,550.00	91	0
IL Peoria	\$950.00	19	0
IL Rockford	\$1,350.00	26	0
IL Springfield	\$1,350.00	27	0
IL St. Charles	\$4,200.00	83	0
IL Unknown	\$1,950.00	39	0
<b>IL TOTAL</b>	<b>\$60,550.00</b>	<b>1,197</b>	<b>0</b>

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2005, SBC Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. SBC serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.